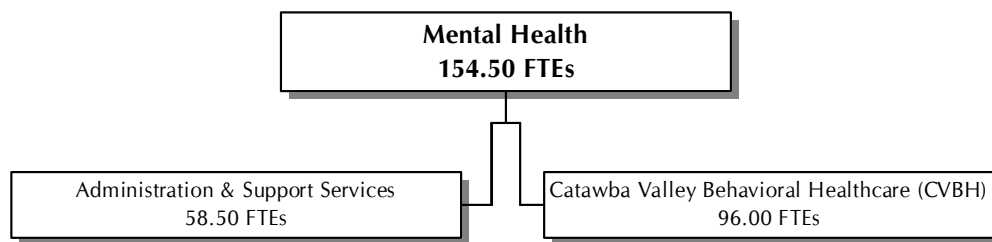


Catawba County Government



Mental Health

Summary

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Taxes	\$42,249	\$45,000	\$45,000	\$45,000	0%
Federal	675,526	735,592	650,771	650,771	-12%
State	5,967,644	5,229,509	8,176,270	8,176,270	56%
Local	36,378	52,000	27,000	27,000	-48%
Charges & Fees	7,967,131	6,788,074	7,171,828	7,171,828	6%
Miscellaneous	149,804	65,626	45,750	45,750	-30%
MH Fund Balance	0	503,768	800,764	800,764	59%
General Fund	1,228,312	1,166,351	1,195,510	1,195,510	3%
Total	\$14,875,163	\$14,650,304	\$18,112,893	\$18,112,893	24%
Expenses					
Personal Services	\$8,056,863	\$8,618,926	\$5,168,269	\$5,170,309	-40%
Supplies & Operations	6,735,557	6,031,378	12,944,624	12,942,584	115%
Capital	82,743	0	0	0	0%
Total	\$14,875,163	\$14,650,304	\$18,112,893	\$18,112,893	24%
Employees					
Permanent	191.00	188.20	154.50	154.50	-18%
Hourly	6.00	5.25	1.25	1.25	-76%
Total	197.00	193.45	155.75	155.75	-19%

Significant Changes:

The entire budget for the Mental Health Department will change for Fiscal Year 2004/05. As a result of new Mental Health reform, this department will change from a provider of services to what is called the Local Managing Entity (LME). The LME will function as a management and oversight entity. The services previously provided by Mental Health have been divested as follows:

1. Social Services has taken over the delivery of services that relate to children and families to be called Family N.E.T. (Nurturing, Educating, and Treating Catawba County's children, youth, and families). This collaborative effort will include such services as therapeutic foster care, family and children outpatient therapy, and juvenile and women's substance abuse service.

2. A new nonprofit organization called Catawba Valley Behavioral Healthcare (CVBH) will serve as the service provider for high-risk adults. Services will include day programming, residential services, psychiatric services, and other outpatient functions.

3. A Qualified Provider Network (QPN) as been developed and is composed of service providers in the community that will provide routine and specialty services in the areas of child residential services, Halfway House services, detox, outpatient counseling, Employee Assistance Programs, and adult substance abuse, etc.

Funding for these three areas will continue to flow through the Mental Health budget. 41.2 FTEs have moved from Mental Health to Social Services' Family N.E.T.. The CVBH will continue to function as part of the Mental Health Department through December 30, 2004. After that time, 97.5 FTEs will be moved to the CVBH, which will operate as a separate entity. 56.5 FTEs will remain with the Local Managing Entity as part of the Mental Health Department.

ADMINISTRATION AND SUPPORT SERVICES

Statement of purpose

Mental Health Services of Catawba County (MHSCC) will be as responsive as possible, within the limits of its resources, to the respective disability needs of Catawba County citizens. MHSCC will work to ensure that in the new role of a Local Managing Entity (LME) that the services provided to citizens dealing with Mental Health/Developmental Disability/Substance Abuse (MH/DD/SA) issues are appropriate and effective.

Outcomes

Administration

Administration is responsible for oversight of all departments as the new LME role is developed.

1. Strategic planning for the Local Business Plan and administration of public policy will include documented participation with County Commissioners, the Area Board, Consumer and Family Advisory Committee (CFAC), and other community stakeholders.
2. Assure that negotiated components of the LME/Division performance contract are satisfied at 90% or above.
3. Assure that client rights are protected at all levels of LME activity as documented in the monthly client rights report.
4. Personnel unit will address all issues of job classifications/staff reassignment/ job descriptions to reflect changes involved in transitioning to the LME.

Financial Services

Financial services is charged with ensuring that revenues and expenditures are tracked effectively. This unit will also bill 1st and 3rd party payors for providers. They are responsible for ensuring that MHSCC maintains financial integrity.

5. The Financial Services department shall comply with State mandates to pay contractor agencies within 30 days of submission of a clean claim for services.
6. Maintain responsible accounting, reimbursement, and financial management practices to maintain an unrestricted fund balance of at least one month's operational costs to assure consistent availability of services to individuals within overall funding levels.

7. Provide accurate financial reports to Area Director, Board of Directors and all mandated agencies as required by the Department of Health and Human Services and Catawba County.

Administrative Services

Administrative Services is responsible for overseeing the areas of provider relations/quality management, service management and information systems. These areas work directly with contracted agencies to ensure that quality services are provided to consumers of MHSCC. This division is responsible for authorization for services, monitoring of services, and contracting for services.

Provider Relations/Quality Management

8. Develop and maintain the Qualified Provider Network to include an adequate representation of service providers to meet MH/DD/SA needs of Catawba County citizens based on ongoing needs assessment reports.
9. Provide technical assistance and training to assure best practices and quality functioning of the provider network
10. Monitor and track provider performance to assure quality, based upon on-site reviews and data collection; this includes meeting the requirements of SB163.
11. Ensure that the medical records system of the LME and the provider network meet all State requirements.

Service Management

12. Ensure that medically necessary services are authorized appropriately, supported by adequate documentation of progress and outcomes. (Utilization Management/Utilization Review).
13. Provide liaison services for institutional discharges to assure that community resources are available and easily accessible.

MIS

14. Provide adequate connectivity of provider network to LME for billing and reporting requirements.
15. Maintain Integrated Payment Reporting System (IPRS) reporting requirements to track on consumer eligibility and service provision.

Consumer Affairs and Community Initiatives

This unit will manage consumer responses to services and will develop new State initiatives that impact the community.

16. Ensure that all consumer issues, including rights, complaints, grievances, and appeals, are addressed in a timely and effective manner, based on consumer feedback and tracking reports measured against the State performance agreement.
17. Measure consumer satisfaction with the LME and providers through surveys, interviews, focus groups, etc.
18. Serve as staff liaison to CFAC and Client Rights Committee at least monthly.
19. Expand consumer involvement in agency and community roles including a consumer advocate position within the LME.

Consumer Services

The Consumer Services unit encompasses the departments of Access, psychiatric services and the Community Alternatives Program (CAP). It is the primary entry point for consumers to access services.

Access

20. Serve as central contact point for the triage and disposition of service requests (including emergency services) presented by consumers, including telephone contact and walk-ins.
21. Meet performance contract requirements in the timeliness of managing emergent, urgent, and routine calls. Access Unit staff will provide disposition of all requests for referral to independently enrolled providers based on established protocol, including care coordination.

CAP Case Management

22. CAP Case Managers will ensure that 90% of the consumers who are eligible for services and for whom funding is available are provided medically necessary services based on review and approval of the individual client Person Centered Plan.

Psychiatric Services

23. Provide clinical consultation/ medical oversight of services provided and authorized through Access and Service Management units.
24. Provide psychiatric services to consumers based on contractual arrangements meeting all quality requirements as set forth in the LME quality management plan.

Administration & Support Services

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Taxes	\$0	\$0	\$45,000	\$45,000	0%
Federal	0	0	548,458	548,458	0%
State	891,369	578,700	7,534,513	7,534,513	1202%
Charges & Fees	1,041,905	926,758	5,682,190	5,682,190	513%
Local	0	0	13,500	13,500	0%
Miscellaneous	37,636	0	42,000	42,000	0%
MH Fund Balance	0	67,223	669,266	669,266	896%
General Fund	349,947	210,096	995,510	995,510	374%
Total	\$2,320,857	\$1,782,777	\$15,530,437	\$15,530,437	771%
Expenses					
Personal Services	\$1,317,713	\$1,341,711	\$3,045,912	\$3,045,912	127%
Supplies & Operations	942,098	441,066	12,484,525	12,484,525	2731%
Capital	61,046	0	0	0	0%
Total	\$2,320,857	\$1,782,777	\$15,530,437	\$15,530,437	771%
Employees					
Permanent	0.00	26.00	58.50	58.50	-0.40
Hourly	0.00	0.00	1.25	1.25	0.00
Total	0.00	26.00	59.75	59.75	130%

Significant Changes:

Adult Mental Health Services

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Federal	\$117,177	\$112,606	\$0	\$0	0%
State	645,432	640,917	0	0	0%
Local	20,623	27,000	0	0	0%
Charges & Fees	1,676,523	1,858,388	0	0	0%
MH Fund Balance	0	38,000	0	0	0%
General Fund	(137,732)	169,236	0	0	0%
Total	\$2,325,695	\$2,846,147	\$0	\$0	0%
Expenses					
Personal Services	\$1,651,395	\$1,955,607	\$0	\$0	0%
Supplies & Operations	652,603	890,540	0	0	0%
Capital	21,697	0	0	0	0%
Total	\$2,325,695	\$2,846,147	\$0	\$0	0%
Employees					
Permanent	35.00	38.00	0.00	0.00	0%
Hourly	0.00	1.00	0.00	0.00	0%
Total	35.00	39.00	0.00	0.00	0%

Significant Changes:

Child Mental Health Services

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Taxes	\$42,249	\$45,000	\$0	\$0	0%
Federal	362,586	418,487	0	0	0%
State	1,527,527	1,613,591	0	0	0%
Local	15,755	25,000	0	0	0%
Charges & Fees	2,651,436	1,676,859	0	0	0%
Miscellaneous	90,474	58,126	0	0	0%
MH Fund Balance	0	1,578	0	0	0%
General Fund	(374,160)	343,734	0	0	0%
Total	\$4,315,867	\$4,182,375	\$0	\$0	0%
Expenses					
Personal Services	\$2,403,046	\$2,509,457	\$0	\$0	0%
Supplies & Operations	1,912,821	1,672,918	0	0	0%
Capital	0	0	0	0	0%
Total	\$4,315,867	\$4,182,375	\$0	\$0	0%
Employees					
Permanent	52.70	53.20	0.00	0.00	0%
Hourly	3.25	3.25	0.00	0.00	0%
Total	55.95	56.45	0.00	0.00	0%

Significant Changes:

Developmental Disability Services

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Federal	\$190,575	\$204,499	\$0	\$0	0%
State	2,277,512	1,844,336	0	0	0%
Charges & Fees	1,943,207	1,695,549	0	0	0%
Miscellaneous	14,461	0	0	0	0%
MH Fund Balance	0	300,113	0	0	0%
General Fund	(34,241)	276,266	0	0	0%
Total	\$4,391,514	\$4,320,763	\$0	\$0	0%
Expenses					
Personal Services	\$1,509,258	\$1,687,271	\$0	\$0	0%
Supplies & Operations	2,882,256	2,633,492	0	0	0%
Capital	0	0	0	0	0%
Total	\$4,391,514	\$4,320,763	\$0	\$0	0%
Employees					
Permanent	34.00	43.00	0.00	0.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	34.00	43.00	0.00	0.00	0%

Significant Changes:

Substance Abuse Services

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Federal	\$5,188	\$0	\$0	\$0	0%
State	32,377	0	0	0	0%
Charges & Fees	14,392	0	0	0	0%
Miscellaneous	0	0	0	0	0%
MH Fund Balance	0	0	0	0	0%
General Fund	34,674	0	0	0	0%
Total	\$83,399	\$0	\$0	\$0	0%
Expenses					
Personal Services	\$65,291	\$0	\$0	\$0	0%
Supplies & Operations	18,108	0	0	0	0%
Total	\$83,399	\$0	\$0	\$0	0%
Employees					
Permanent	10.50	0.00	0.00	0.00	0%
Hourly	1.00	0.00	0.00	0.00	0%
Total	11.50	0.00	0.00	0.00	0%

Significant Changes:

Access

Organization:
537011

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
State	\$147,151	\$107,000	\$0	\$0	0%
Charges & Fees	8,381	9,900	0	0	0%
MH Fund Balance	0	64,384	0	0	0%
General Fund	155,525	112,187	0	0	0%
Total	\$311,057	\$293,471	\$0	\$0	0%
Expenses					
Personal Services	\$298,919	\$277,397	\$0	\$0	0%
Supplies & Operations	12,138	16,074	0	0	0%
Total	\$311,057	\$293,471	\$0	\$0	0%
Employees					
Permanent	5.00	5.00	0.00	0.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	5.00	5.00	0.00	0.00	0%

Significant Changes:

Residential Services

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
State	\$446,276	\$444,965	\$0	\$0	0%
Charges & Fees	631,287	620,620	0	0	0%
Miscellaneous	7,233	7,500	0	0	0%
MH Fund Balance	0	96,854	0	0	0%
General Fund	41,978	54,832	0	0	0%
Total	\$1,126,774	\$1,224,771	\$0	\$0	0%
Expenses					
Personal Services	\$811,241	\$847,483	\$0	\$0	0%
Supplies & Operations	315,533	377,288	0	0	0%
Capital	0	0	0	0	0%
Total	\$1,126,774	\$1,224,771	\$0	\$0	0%
Employees					
Permanent	24.00	23.00	0.00	0.00	0%
Hourly	0.00	1.00	0.00	0.00	0%
Total	24.00	24.00	0.00	0.00	0%

Significant Changes:

This service area includes Management Services, apartments, Supervised Living, and five group homes.

Catawba Valley Behavioral Healthcare (CVBH)

	2002/03 Actual	2003/04 Current	2004/05 Requested	2004/05 Approved	Percent Change
Revenue					
Federal	\$0	\$0	\$102,313	\$102,313	0%
State	0	0	641,757	641,757	0%
Local	0	0	13,500	13,500	0%
Charges & Fees	0	0	1,489,638	1,489,638	0%
Miscellaneous	0	0	3,750	3,750	0%
MH Fund Balance	0	0	131,498	131,498	0%
General Fund	0	0	200,000	200,000	0%
Total	\$0	\$0	\$2,582,456	\$2,582,456	0%
Expenses					
Personal Services	\$0	\$0	\$2,122,357	\$2,124,397	0%
Supplies & Operations	0	0	460,099	458,059	0%
Total	\$0	\$0	\$2,582,456	\$2,582,456	0%
Employees					
Permanent	0.00	0.00	96.00	96.00	0%
Hourly	0.00	0.00	0.00	0.00	0%
Total	0.00	0.00	96.00	96.00	0%

Significant Changes: